

Hits & Homeruns (November 2005 – January 2006)

Awards & Recognition

- **Ascension Health** leadership was singled out by Bryan Sexton, PhD, a researcher at the Johns Hopkins Quality and Safety Research Group, at a meeting of the 2005-2006 Patient Safety Leadership Fellows, for requiring all its ministries – **including SJH** – to conduct baseline assessments of their safety and teamwork climate cultures.
- **Providence Hospital** and **St. John Oakland Hospital** received a Gold Award and Silver Award, respectively, from *Healthy People, Healthy Oakland* for their support of the initiative.
- Several **SJH physicians** were named among the **Top 100 Physicians for Patient Satisfaction for Primary Care** by Blue Care Network. Physicians receiving a perfect score (100) included Drs. Ahmad Azar (SJH&MC); Raafat Issa (SJH&MC); Barry Scofield (SJH&MC); Valerie Johnson (Providence); Colleen Miele (Providence); and Jeffrey Lukas (St. John River District).
- **SJH Eastwood Clinics** received a legislative resolution from Democratic State Senator Mickey Switalski, State Representative Steve Bieda (D-Warren) and Governor Jennifer Granholm in honor of Eastwood's 35th anniversary.
- **SJH** has been named the recipient of the **Corporate ONE** award by the Michigan Minority Business Development Council – the largest minority business development organization in the country. The award recognized SJH for its active support of the Project ONE mentoring program.
- **St. John Hospital and Medical Center** and **St. John Oakland** were honored for their participation in the Michigan Heart Failure Discharge Documentation Initiative in collaboration with MPRO. The goal of the project was to reduce the number of hospital readmissions for patients with cardiovascular disease, especially heart failure.

Grants

- The Voices of Detroit Initiative, which was formed as a collaborative partnership among Detroit Safety net providers (including SJH), was named the recipient of a \$980,000 federal grant from the Healthy Communities Access Program.

Medical Innovations/Clinical Excellence

- **Providence** recently participated in a study involving the use of a unique communication system (known as LIFENET) to send “real-time” medical information from EMS units to the ER. Using LIFENET helped reduce the time it takes to get a patient from the ER door to the cath lab for angioplasty to an average of 44 minutes, as compared to historical norms of 120-289 minutes.
- **SJH Physical Rehabilitation** is now using video frenzel lenses to provide vestibular rehab for treating balance and dizziness disorders. The lenses allow practitioners to see magnified defocused eye movements, as well as to

record them for future reference. The service is available at several outpatient Physical Rehab sites, including **Eight Mile/Beaconsfield, Romeo Plank** and **St. John North Shores**.

- **Providence** became the first hospital in southeast Michigan to treat patients at high risk of stroke with the only FDA-approved brain stent. The tiny wire mesh device is designed to help prevent stroke in high-risk patients with hardened arteries.
- **St. John Hospital** and **St. John North Shores Hospital** announced the availability of an advanced, minimally invasive procedure for varicose vein removal, called Trans-Illuminated Venous Extraction (TriVex). The procedure only takes 40 minutes and patients generally can return to normal activities within a week.

Community Outreach Update

- **St. John Detroit Riverview** hosted a *Walk for Life: Ten Thousand Steps at a Time*. The walk is part of Riverview's yearlong campaign against obesity. Nearly 800 walkers took part.
- The "40 Days of Fitness" Super Bowl XL health fair held at **St. John Detroit Riverview** and co-sponsored by the Reggie McKenzie Foundation was a phenomenal success, attracting nearly 700 participants. The event was covered by WDIV-Channel 4 and the *Detroit Free Press*.

Mission Update

- **St. John Community Health** opened its newest school-based health center in Oakland County and the first located in a building with both an elementary and high school (Webb Elementary and Jardon High School). SJH now has 12 school-based health centers in metro Detroit.
- **SJH** and the Detroit Community Initiative celebrated the grand opening of **Conner Creek Senior Living at Conner Creek Village**. The event marked the completion of phase one of the project, which includes 48 apartments for seniors.
- Associates across SJH donated more than 6,000 pounds of food to the **MHA Harvest Gathering Food Drive** and 4,000 pairs of shoes to the **Shoes for Children Campaign**.
- To ensure the integration of SJH's Mission and Values in all SJH does, a group of associates have accepted the invitation to serve as "**Mission Liaisons**." The Mission Liaisons will help to foster a faith-based environment and promote workplace spirituality.

Advocacy Update

- **Senator Debbie Stabenow** (D-Michigan) held a town meeting at St. John Macomb Hospital in December.
- **Representative Thaddeus McCotter** (R-11th District) visited Providence Park in Novi.



Hits & Home Runs

National Program Participation

- Ascension Health sponsored the **Transforming Health Care Summit** in Austin, Texas, which drew nurse leaders from across the country. Seven SJH hospitals participated. At the summit, participants learned how to take abstract problems and change them into “design” challenges. The summit has led to a flurry of projects across the health system, including creating quiet zones, enhancing nurse-physician communication, and establishing better methods for managing nurse work load, etc.

Major Initiatives

Service Excellence

- In January 2006, SJH exceeded its overall system goal of 58.2% top box scores on the Press-Ganey patient satisfaction survey; 59.6% of patients rated us “very good,” the score that keeps people coming back and recommending us to their friends and family.
- SJH launched **CarePages**, a Web-based program that allows patients and/or family members to create a private, personalized Web page that updates friends and family about patients at St. John Health.
- The first round of **Service Excellence workshops** is now completed; as of Jan. 13, 97% of all SJH associates and managers have completed the training.
- **OASIS (Operationally Advanced Service Improvement System) Teams** identified 28 best practices that will help SJH associates to consistently deliver the highest quality patient care experience. Teams have formed around each best practice and are now being rolled out across the health system.
- A special issue of *Express* was produced and distributed on Jan. 9, to highlight Service Excellence and create greater awareness among associates about the importance of Service Excellence to SJH’s future viability.
- While **St. John Hospital and Medical Center (SJH&MC)** is in the midst of its \$156 million expansion project and the disruption of its on-site food services for patients and visitors, it is the newly refurbished kitchen at **Conner Creek Village** that’s helping to keep food service humming at SJH&MC. It was a seamless transition thanks to the commitment of leadership at Conner Creek and SJH&MC, as well as 56 Food & Nutrition associates.
- **CarePromisesSM stories** have now hit the airwaves promoting real-life stories that have taken place across SJH. The radio spots not only help SJH get our message out to those we serve, but they also support SJH’s internal efforts of incorporating story telling into our service culture.
- **St. John Oakland’s Palliative Care Service** introduced a Comfort Cart, stocked with CDs, cassettes, supportive literature, bibles (in different languages) rosaries, beautifully crocheted and quilted blankets, etc. The Comfort Cart helps to create a sacred environment for dying patients and their family members.

Growth

- SJH launched a radio campaign promoting **Emergency Services across SJH**. The campaign features the tag line “Fast or Good (we give you both).”
- **St. John Macomb** opened a sophisticated **Electrophysiology Lab** for the treatment of patients with arrhythmias.
- According to the Healthy Michigan 2010 report, Michigan ranks third worst in the country for its rate of obesity and has been among the ten heaviest states for the past 14 years. In response to this deadly trend, SJH continues to develop comprehensive programs that include surgical and medical weight loss solutions, as well as nutritional assistance, and exercise and fitness programs. Major surgical programs are housed at the following sites
 - * **St. John Hospital** - provides the Lap Band procedure
 - * **St. John Detroit Riverview** - offers laparoscopic open gastric bypass and laparoscopic adjustable banding in its six newly renovated bariatric rooms
 - * The **Center for Comprehensive Weight Loss at SJH**, which is housed at **St. John Oakland** and just celebrated its 100th surgical weight loss procedure, offers the Roux-en-Y Gastric Bypass procedure

Health Care That Is Safe

- The **SJH Medication Safety Committee** is piloting a medication reconciliation process that includes obtaining a list of patients’ current home medications and comparing it against the physicians’ orders at different points in the patients’ stay.

Employer of Choice

- For the first time, SJH held a **recruitment fair at the Detroit Zoo** that attracted more than 625 nurses and family members – including 250 potential job candidates. The fair helped to underscore how SJH values Work-Life balance.

Physician News

- Sixty SJH physicians participated in a debate on national health care access issues. **William Vornberger, MD**, Family Practice, **Masonic Medical Center** helped lead the debate.
- SJH launched a **new campaign in local newspapers** to provide an up close and personal look at cardiac physicians on staff at **St. John Hospital, St. John Macomb** and **Providence**.
- **Cheryl Wesen, MD**, Director of Surgical Oncology at St. John Hospital and Medical Center, has been named the new Director of Breast Services within the Oncology Clinical Network at SJH.

- **Theodore Daniel, MD**, has accepted the expanded role of Chief Medical Information Officer for SJH. In this role, Dr. Daniel will ensure coordination of management of clinical information systems (including *eCare*) to improve quality of care, service and enhancement of medical knowledge.

Six Sigma update

- January marked the beginning of a “strategic pause” to take inventory on the progress SJH has made with Six Sigma and creating a culture where process improvement is a way of life, as well as to set the agenda for moving forward. SJH is phasing out GE Medical Systems. By May, Six Sigma at SJH will be under the direction of in-house Master Black Belts, Todd Sperl and Ben Miles. Planning is already under way for the next wave of projects to kick off in July. Over the next six months the focus of Six Sigma will be on streamlining training of other Black and Green belts; improving problem definition; establishing ways to make changes *process-dependent* not *person-dependent*; helping associates to understand how Six Sigma supports the Growth strategy; launching more rapid improvement events that eliminate non-value-added activities (as seen through the eyes of the customer); and integrating the Change acceleration process and Work-Out tools into day-to-day operations.